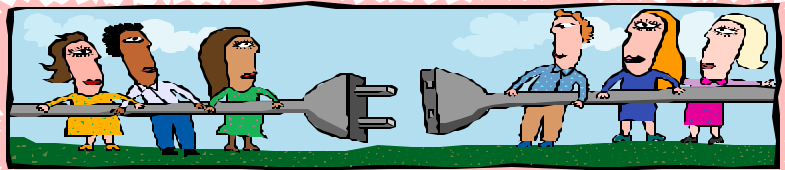


Consumer Connection



Informed Consumers, Quality Utility Services, and a Dedicated Organization for Missourians in the 21st Century

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Public Information & Education Department

Meet our Commissioners:

Chairman Steve Gaw



After serving five years as Missouri Speaker of the House, Steve Gaw was appointed to the PSC in 2001, becoming Chairman in November, 2003. He was instrumental in leading the House to become the first state legislative body to broadcast its proceedings live over the Internet. He sponsored and passed legislation encouraging reading skills in the early grades, increasing access to higher education for Missourians, eliminating the general sales tax on food, protecting the public from sex offenders and reforming the juvenile justice system. Chairman Gaw has degrees in law and physics and practiced law in Moberly prior to joining the PSC.

In his spare time, he enjoys the outdoors and raising American Saddlebred horses. Steve and his wife Fannie have a daughter Skylar.

Commissioner Connie Murray

Commissioner Murray is serving her second term on the PSC having first been appointed in 1997. She was a member of the House of Representatives from 1991 through 1996. Since her appointment to the PSC, Commissioner Murray has participated in a number of state and national utility regulatory organizations. An attorney, she is particularly interested in telecommunications and water quality issues.



Commissioner Murray enjoys traveling and outdoor activities including bicycling, golfing and gardening.

Commissioner Robert Clayton



Commissioner Robert M. Clayton III continues a long-standing family tradition of public service. Commissioner Clayton, a lawyer, is from Hannibal, formerly in private practice, and served as a state representative from 1994 to 2002. He remains an active member of the Mark Twain Home Foundation and other organizations in Northeast Missouri.

He and his wife Erin have two daughters Olivia and Paige.

Commissioner Jeff Davis



Originally from Braggadocio in southeast Missouri, Commissioner Davis comes to the PSC after having served as General Counsel and Chief of Staff for Senate President Pro Tem Peter Kinder. Commissioner Davis, an attorney, was involved in drafting and passing several key pieces of legislation including the Senior Care & Protection Act of 2003, the Dram Shop Act of 2002 and legislation authorizing Missouri's first sales tax holiday.

Commissioner Davis and his wife Tiffany have a daughter Micah.

Commissioner Linward "Lin" Appling



A veteran of more than 30 years experience in middle and senior levels of government service, Commissioner Appling has held a number of positions in Missouri state government. Commissioner Appling is a retired Army Lieutenant Colonel. While in the military, Commissioner Appling received numerous awards including the U.S. Army Legion of Merit for meritorious service and the Bronze Star for valor in Vietnam.

Commissioner Appling has a daughter, Linda.



Captioned Telephone Voice Carry Over (VCO)

State-of-the-art telephone technology which displays text on a screen as the voice caller speaks to someone deaf or hard-of-hearing will become a part of Relay Missouri under a decision reached by the Missouri Public Service Commission.

Called Captioned Telephone Voice Carry Over (VCO), this technology using a Captioned Telephone (CapTel™), has been used on a trial basis in Missouri since February of 2003. Approximately 100 people participated in the trial. Missouri was one of the first states to use the technology on a trial basis.

How this technology works: A caller using a CapTel™ phone dials the telephone number of the party he/she seeks to communicate with. The captioned telephone routes the call through to a call center, connecting the call to the called party. At the call center, a specially trained operator re-voices whatever is said by the called party. Those words from the operator are then converted by a computer to text, are sent over the telephone line, and almost immediately appear as words on a display screen on the captioned telephone for the user to read. The CapTel™ phone user can also hear, to his/her best ability, the voice of the called party through an amplified headset.

The Missouri Assistive Technology Advisory Council is responsible for distribution of CapTel™ phone sets and other types of adaptive telephone equipment needed by Missourians with disabilities. For more information, please call 1-800-647-8557 (voice) or 1-800-647-8558 (TTY).

Background: The Missouri Public Service Commission oversees the administration of Relay Missouri in the state. Relay Missouri began, under Missouri law, in 1991 and provides deaf, hard-of-hearing and speech disabled citizens access to the telephone network. Relay Missouri is currently provided in Missouri through a contract with Sprint.

First 2-1-1 Information Referral Service Provider in Missouri

The Missouri Public Service Commission has approved an agreement which authorizes the Heart of America United Way, Inc. to provide 2-1-1 service in SBC Missouri exchanges in 16 western Missouri counties (Andrew, Buchanan, DeKalb, Clinton, Caldwell, Platte, Clay, Ray, Jackson,

Lafayette, Cass, Johnson, Saline, Pettis, Bates and Henry). With approval of this agreement, the Heart of America United Way, Inc. becomes the first agency to provide information and referral services via 2-1-1 in Missouri.

The Commission noted in its order that as a service, 2-1-1 is a comprehensive information and referral program that responds to callers' non-emergency inquiries 24 hours a day, 365 days a year. The 2-1-1 dialing code is known primarily for connecting people with health and human service referrals for every day needs.

The Federal Communications Commission (FCC) previously designated 2-1-1 as a national abbreviated dialing code for community information and referral services. The intent is to provide callers with direct access to organizations capable of making referrals to services such as housing assistance, counseling and hospice services that are not currently available through the 911 emergency code.

In order for 2-1-1 service to be provided in an area of the state, the information and referral service provider would need to file an application and have that application acted upon by the Public Service Commission.

Under the PSC's emergency rule, a customer will not be charged by either the telephone company or the 2-1-1 provider for using the service.

The Missouri State Fair is coming soon!!

August 12-22, 2004

**Visit our booth in the air-conditioned
Mathewson Building**

For printed materials regarding a number of consumer issues or copies of this newsletter, please call 573-751-7491 or email joyce.neuner@psc.mo.gov

Who to Contact:

Missouri Public Service Commission
Consumer Hotline **1-800-392-4211**
or email: pscinfo@psc.mo.gov



Mail your inquiry or complaint to:

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Jefferson City, MO 65102-0360